Wrong billing by MTNL and BSNL

2483. DR. V. MAITREYAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the amount collected so far in this year by MTNL and BSNL by way of wrong billing;

(b) by when these two PSUs would refund these amount with interest to the hapless consumers; and

(c) the plans which are there with his Ministry to make these two organizations more accountable and consumer friendly?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) MTNL and BSNL have not collected any amount by way of wrong billing this year. However, if a consumer complaints of excess billing and his complaint is found correct on investigation, the excess amount collected, if any, is promptly refunded/adjusted in the subsequent billing cycle(s).

(c) The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulation, 2006, which has been issued by the Telecom Regulatory Authority of India (TRAI), applies to all service providers of Fixed and Cellular Telephone Services and prescribes benchmarks for metering and billing accuracy so as to bring standardization and transparency in the related procedures being followed by the operators. The Regulation also provides for an annual audit of the operators' metering and billing systems, along with a follow-up mechanism.

Benchmarks for different service parameters

2484. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) has conducted a test among the telecom operators in the country on congestion in networks, call drops and voice quality; and

(b) the benchmarks set by TRAI for different service parameters and how far each of the telecom operators met the same?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) Benchmarks set by Telecom Regulatory Authority of India (TRAI) for Quality of Service parameters are given in the Statement (*See* below). As per TRAI's Performance Monitoring Report for quarter ending June, 2007, most of the service providers are meeting the benchmarks.

Statement

Benchmarks set by TRAI for quality of service (QoS) parameters

(i) For Basic Service (wire line):

Sl. No.	Parameters	Benchmarks	Averaged over a period of
1	2	3	4
1	Provision of a telephone after registration of demand	100% cases in <7 days, subject to technical feasibility	One quarter
2	Fault incidences (No. of faults/100 subscribers/month)	By 31 March 2007: <5 and By 31 March 2008: <3	One quarter
3	Fault repair by next working day	By next working day: >90% and within 3 days: 100%.	One month
		Rent Rebate Faults pending for >3 days and <7 days: Rent rebate for 7 days. Faults pending for >7 days and <15 days: Rent rebate for 15 days Faults pending for >15 days: rent rebate for 1 month	
4	Mean Time To Repair (MTTR)	<8 Hrs	One month
5	Grade of Service	(a) Junction between local exchanges – 0.002	One quarter
		(b) Outgoing junctions from TAX to local exchange–0.005	
		(c) Incoming junctions from local exchange to TAX–0.005	
		(d) Incoming or out going junctions between TAX's 0.005	
		(e) Switching network should be non-blocking or should have extremely low blocking probability	
6	Call Completion Rate within a local network Should be better than	>55%	

1	2	3	4
7	Metering and billing credibility	Not more than 0.1 % of bills issued should be disputed over a billing cycle	One Billing Cycle
8	Customer Care (Promptness in attending to customers requests) 95% of requests		
	- Shifts	< 3 days	One month
	- Closures	<24 Hrs.	One month
	- Additional Facility	<24 Hrs.	One month
9	Response Time to the customer for assistance	(i) % age of calls answered (electronically: within 20 seconds = 80% within 40 seconds = 95% (ii) % age of calls answered by operator (voice to voice): within 60 seconds = 80% within 90 seconds = 95%	One month
10	Time taken for refund of deposits after closures	100% within 60 days.	One Quarter
11.	**Customer perception of services**		
(i)	% satisfied with the provision of service	>95	
(ii)	% satisfied with the billing performance	>90	
(iii)	% satisfied with help services	>90	
(iv)	% satisfied with network performance, reliability and availability	>95	
(v)	% satisfied with maintainability	>95	
(vi)	Overall customer satisfaction	>95	

1	2	3	4
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95	
	(ii) For Basic Service (Wireless) and Cellular Mobile Telephone Service:		
A	**Network Performance**		
(i)	Accumulated down time of Community Isolation	<24 hours	One quarter
(ii)	Call set-up Success Rate (within licensees own network)	>95%	One quarter
(iii)	Service Access Delay	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls =< 15 sec)	One quarter
(iv)	Blocked Call Rate	(i) SDCCH Congestion < 1 % (ii) TCH Congestion < 2 %	One Month
(v)	Call Drop Rate	<3%	One quarter
(vi)	Percentage of connections with good voice quality	>95%	One quarter
(vii)	Service Coverage	In door >= -75 dBm In-vehicle >= -85 dBm Out door- in city >= -95 dBm	
(viii)	POI Congestion	<0.5%	One Quarter
B	**Customer Help Lines:**		
(i)	Response time to the customer for assistance	(i) % age of calls answered (electronically) : within 20 seconds = 80% within 40 seconds = 95% (ii) % age of calls answered by operator (voice to voice): Within 60 seconds = 80% Within 90 seconds = 95%	One month

1	2	3	4
C	**Billing Complaints**		
(i)	Billing complaints per 100 bills issued	<0.1%	One quarter
(ii)	% of billing complaints resolved within 4 weeks	100%	One quarter
(iii)	Period of all refunds/ payments due to customers from the date of resolution of complaints as in (ii) above	< 4 weeks	One quarter
D	**Customer perception of service**		
(i)	% satisfied with the provision of service	>95	
(ii)	% satisfied with the billing performance	>90	
(iii)	% satisfied with help services	>90	
(iv)	% satisfied with network performance, reliability and availability	>95	
(v)	% satisfied with maintainability	>95	
(vi)	Overall customer satisfaction	>95	
(vii)	Customer satisfaction with offered supplementary services % satisfied	>95	

ST/SC bogus caste certificate cases

2485. SHRI PRAVEEN RASHTRAPAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of SC/ST bogus caste certificate cases in various Departments of his Ministry as on 31st March, 2007;

(b) the number of cases where his Ministry have started departmental proceedings against the concerned employees from the above numbers;

(c) the number of cases where the matter is pending before various Courts; and

(d) the action plan by his Ministry to finalise all the above cases and to fill up the vacancies by appropriate candidates belonging to SC and ST?